

JUDICIAL COUNCIL OF CALIFORNIA

QUESTIONS AND ANSWERS

IT-2019-11-LB

California Courts Digital Services and Self-Help Redesign:  
Open Source (Drupal) Web Content Management System

April 19, 2019

1. Whether companies from Outside USA can apply for this? (like, from India or Canada)

**ANSWER:** Companies that are foreign or located outside the United States can present a proposal for this RFP, as long as they meet the requirement of being qualified to do business and be in good standing in California. Please see RFP, Section 7.1(e)(ii).

2. Whether we need to come over there for meetings?

**ANSWER:** Vendors will be expected to spend a significant amount of time onsite at the JCC office in San Francisco and will be working in cross-collaboration with other vendor partners, JCC staff, and a JCC Project Manager.

3. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

**ANSWER:** Unless otherwise approved in writing in advance, work may not be performed outside of the United States. Please see Attachment 2, Appendix C: General Terms and Conditions, Section 1.5 (b)(iii) and Section 10.12.

4. Can we submit the proposals via email?

**ANSWER:** No. Please see RFP, Section 6.5 for the submission of proposals.

5. Are you looking for Off the Shelf product with readymade Drupal framework meant for judicial websites or you are fine with custom development using Drupal CMS?

**ANSWER:** We are looking for custom development using Drupal CMS as the central component for a new web services platform.

6. What is the budgeted amount for this contract?

**ANSWER: The JCC believes it has set aside ample funds to cover the required work deliverables, however we do not determine a fixed budget amount.**

7. What state contracting vehicle is this RFP released under?

**ANSWER: The contracting vehicle will be similar to the Standard Agreement provided in Attachment 2 of the RFP package.**

8. Section 2.1 What is the hosting environment? Azure Government Cloud?

**ANSWER: Hosting environment is to be determined during Deployment Plan. Please see RFP, Section 2.5.2 Deployment Plan.**

9. Section 2.4 mentions social media integration. Can you can more about the specific social media integrations envisioned? (e.g. sharing a video on facebook? Other?)

**ANSWER: Social media integrations are to be determined during Strategic Analysis, but provisions should be made to integrate the major social media platforms, such as Twitter, Facebook, Instagram, YouTube, etc.**

10. Section 2.4 regarding publishing workflow, what percentage of the workflow is already defined?

**ANSWER: Approximately 25%. The scope of this initiative includes building a platform to support a new Self-Represented Litigants portal that has no workflow defined, and a re-platforming of existing JCC sites, some which have workflow already defined but may be subject to improvement.**

11. Section 2.4 regarding optional configuration for main navigation, what types of optional configurations are you anticipating?

**ANSWER:** Ability to customize the (system provided) navigation structure to function across multiple sites, as needed. The scope of this initiative includes building a platform to support a multitude of sites (See Section 2.5.1), all which will possibly have different navigation.

12. Section 2.4 for asset management of videos and audio, are hosting solutions such as Youtube acceptable, or should we plan for a digital asset management solution?

**ANSWER:** A licensed digital asset management solution is not in scope at this time. Vendors can propose hosting solutions. Any integrated external hosting solution, or combination of hosting solutions, for asset management of video and audio must be able to provide the option for access control to assets intended for limited audiences via authentication.

13. What other known systems or services (beyond Drupal) are anticipated being integrated into the platform?

**ANSWER:** Document assembly, intelligent chatbots, identity management, e-filing, and intelligent forms are known or anticipated systems or services to be integrated into the platform. Please see RFP, Section 2.5.3 Delivery, Execution & Implementation Services.

14. It's mentioned that through the platform, transactional digital services would be dispensed to target users. Can you provide more information on services and what's intended?

**ANSWER:** Transactional digital services are to be determined during Strategic Analysis. Please see RFP, Section 2.5.1 Strategic Analysis. For example, a user can create an account to work online on court forms and documents, save work to continue later, potentially file online where applicable (including filing tracking), and interact with the courts as required during the filing process.

15. Please provide an estimate of total number of users and the concurrent number of users the proposed platform will have to support? (1 million monthly being for the [www.courts.ca.gov](http://www.courts.ca.gov) site)

**ANSWER:** On average per month, 800K users combined access [www.courts.ca.gov](http://www.courts.ca.gov), microsites, intranet, extranet, or a trial court site.

16. Should the 'go live' hosting deployment plan to price-in for dev, production, and live sites workflow support?

**ANSWER:** The planning from development to production, the workflow solution, staging environment, and development environment are only needed at this time. Production deployment will be done in a future project.

17. Please confirm that the project scope would include migrating users and assets from the current websites to the proposed Drupal platform.

**ANSWER:** The project scope includes the migration of content and assets from existing sites. There are no users to migrate.

18. Which languages do you anticipate being supported by the WCMS for translations management? Could you explain how you'd like the translations management system to function?

**ANSWER:** Priority languages to support are English and Spanish. Preferred methods for translations management:

- For content:
  - Manual translations unless an automated solution is 100% accurate or manually adjustable
  - Ability to specify which content requires translations
  - Workflow step or monitoring to remind/require translated version including notification to WCMS users

- For user interface/template:
  - i18n or similar internationalization coding to avoid making template variants

19. Please provide a use-case for the following: The WCMS must support the ability to target several publication sites, inclusive of different servers.

**ANSWER:** Multi-site publication is to be determined during Strategic Analysis. Please see RFP, Section 2.5.1 Strategic Analysis. For example, applying content updates for sites on different domains and potentially different hosting environments. Common branch-wide content will be centrally managed and will be reused by multiple sites.